



FAYE BENNETT  
CONSULTANCY SERVICES

## FBCS Service Desk Audit

### Is my Service Desk operationally efficient?

Having a support function is one thing.

Having a support function that delivers best in class support and drives new opportunity into your business is quite another.

- Does your service desk deliver excellent service levels leanly, efficiently and at a manageable cost?
- Are your people, systems and processes set up for success?
- Does your service desk generate revenue, create opportunities, or simply ensure your customers have the best possible experience?

### How does it work?

Our Service Desk Audit includes a full review of your service operation, assesses the department against a range of key criteria and provides strategic direction to create an industry-leading service desk.

### Past projects include:

- Reviewing and updating standard operating procedures
- Implementing new service software for ticket management and service workflow
- Restructuring departments with roles to benefit the wider business
- Establishing KPIs and SLAs for measuring service performance

### Get in touch

Book a call with us.

<https://fbennettconsulting.com/book-a-meeting/>